

Attachment 8



ED MOLTZEN'S "THE CHART" BLOG

**Dell Seeks Gov't Help On Exploding Laptop**(URL: <http://www.crn.com/sections/dell/dell.jhtml?jsessionid=XEXWWCR2BHOI4QSNDLPSK...>)

By Edward F. Moltzen,

7:06 AM EDT Fri. Jul. 14, 2006

Dell is enlisting the help of the U.S. Consumer Product Safety Commission in its autopsy of the now-infamous exploding laptop. According to Lionel Menchaca, a Dell Digital Media Manager,

*Dell's engineering teams are working with the Consumer Product Safety Commission and a third-party failure analysis to determine the root cause of this failure and to ensure we take all appropriate measures to help prevent a recurrence.*

The federal consumer unit could become an ally to Dell, which is pointing the finger at the exploding laptop's lithium ion battery. Consumer Product Safety Commission has repeatedly found problems with lithium ion batteries in a number of electronic devices including - since last year - laptops manufactured by Dell rivals [Lenovo](#) and [Acer](#). (Apple, [Microsoft](#) and HP have all had thousands of units with the batteries at the CPSC's behest due to fire and safety hazards.)

Dell has been working to firewall off any more bad press from exploding laptop issues. Industry journal [The Wall Street Journal](#) the editor on July 4, purportedly from a second Dell customer (identified only as "Rich S.," an IT administrator from Pittsburgh) suffered an exploding laptop. That letter prompted analyst Cindy Shaw from Moors & Cabot to issue an investor alert that more on the issue could be damaging to Dell.

However, when I asked a Dell spokeswoman about that report, she responded in an email that, "(o)ur investigation so far has indicated any broader trend..." She encouraged the anonymous letter writer to contact Dell.

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